

# 2009 Customer Opinion Survey Results



## 1) How long have you been riding VRE?

		Total	
A	Less than a year	897	18%
B	1-3 years	1561	30%
C	4-6 years	1158	23%
D	7-9 years	655	13%
E	10-12 years	350	7%
F	13-16 years	269	5%
G	Since the beginning	233	5%
Grand Total		5123	100%

## 2) Has VRE service improved over the last year?

		Total	
A	Yes	1943	38%
B	No	357	7%
C	Same	2082	41%
D	No comment	671	13%
Grand Total		5053	100%

## 3) What is your number one concern about VRE service? (Please circle only one answer)

		Total	%
A	On-time performance	2094	41%
B	Lack of seats	378	7%
C	Lack of parking	277	5%
D	Older equipment	399	8%
E	Cost	877	17%
F	Communication	61	1%
G	Security	71	1%
H	Frequency of service	601	12%
I	Crews	13	0%
J	Other	87	2%
K	No concerns	234	5%
Grand Total		5092	100%

**4) At which VRE station did you board this morning?**

		Total	%
A	Broad Run	771	15%
B	Manassas	525	10%
C	Manassas Park	505	10%
D	Burke Centre	461	9%
E	Rolling Road	258	5%
F	Backlick Road	72	1%
G	Fredericksburg	899	18%
H	Leeland Road	550	11%
I	Brooke	308	6%
J	Quantico	184	4%
K	Rippon	289	6%
L	Woodbridge	204	4%
M	Lorton	89	2%
N	Franconia/Springfield	5	0%
O	Alexandria	4	0%
Grand Total		5124	100%

**5) At which station will you leave the train this morning?**

		Total	%
A	Union Station	945	19%
B	L'Enfant	2042	40%
C	Crystal City	1164	23%
D	Alexandria	602	12%
E	Backlick Road	18	0%
F	Quantico	65	1%
G	Woodbridge	22	0%
H	Lorton	111	2%
I	Franconia/Springfield	105	2%
J	Rippon	16	0%
K	Other	10	0%
Grand Total		5100	100%

**6) How many miles did you travel from your home to the train station this morning?**

		Total	%
A	Fewer than 5 miles	2743	54%
B	5-10 miles	1427	28%
C	11-15 miles	459	9%
D	16-20 miles	194	4%
E	21-25 miles	93	2%
F	More than 25 miles	182	4%
Grand Total		5098	100%

**7) How did you travel to the VRE station this morning?**

		Total	%
A	Drove alone / Parked	4126	81%
B	Drove / Rode with others and parked	286	6%
C	Dropped off by car	384	8%
D	Metrobus	3	0%
E	Walked	198	4%
F	Bike	17	0%
G	OmniLink	0	0%
H	Fairfax Connector	3	0%
I	DASH	4	0%
J	Burke Centre EZ Bus	20	0%
K	FRED	55	1%
L	GRTC	3	0%
M	Other	3	0%
Grand Total		5102	100%

**8) What is your home zip code?**

Zip	Total	Zip	Total	Zip	Total	Zip	Total
22405	410	22580	7	23112	2	22402	1
20110	338	22033	6	23113	2	22438	1
20111	329	22125	5	23114	2	22441	1
22015	302	20152	4	23220	2	22446	1
22554	298	22534	4	23234	2	22448	1
20136	243	22655	4	23832	2	22451	1
22407	241	22728	4	23860	2	22535	1
22191	228	22734	4	23875	2	22538	1
22408	219	22742	4	81006	2	22550	1
20112	206	22901	4	10006	1	22552	1
22401	183	23015	4	20008	1	22557	1
22032	172	23024	4	20012	1	22560	1
20155	125	23238	4	20106	1	22583	1
22406	113	20144	3	20126	1	22591	1
22193	110	20151	3	20128	1	22602	1
20109	106	22031	3	20130	1	22652	1
22192	87	22060	3	20143	1	22657	1
22039	69	22142	3	20153	1	22660	1
20187	68	22302	3	20157	1	22663	1
20169	62	22312	3	20168	1	22714	1
22485	60	22427	3	20182	1	22727	1
22556	60	22514	3	20198	1	22735	1
22556	60	22520	3	20233	1	22812	1
20181	57	22555	3	20332	1	22902	1
22152	51	22642	3	20401	1	22936	1
22079	50	22724	3	20711	1	22948	1
22553	49	22737	3	20792	1	22960	1
22551	36	23093	3	21091	1	22968	1
20121	33	23117	3	21532	1	23005	1
22151	33	23233	3	22011	1	23103	1
22025	32	20122	2	22012	1	23111	1
22153	31	20138	2	22019	1	23116	1
22172	30	20139	2	22029	1	23188	1
22508	27	20164	2	22041	1	23224	1
22546	25	20736	2	22067	1	23228	1
22003	24	22110	2	22075	1	23229	1
22701	24	22171	2	22091	1	23237	1
22712	24	22203	2	22109	1	23294	1
20120	22	22314	2	22139	1	23602	1
20186	20	22409	2	22155	1	23834	1
22026	19	22430	2	22182	1	23842	1
22030	19	22443	2	22190	1	25542	1
22150	17	22601	2	22201	1	25551	1
20119	15	22709	2	22202	1	27534	1
22134	11	22905	2	22206	1	34287	1
20137	10	22942	2	22251	1	72712	1
20115	8	23059	2	22304	1	98038	1
22630	8	23069	2	22315	1		

**9) What is your work zip code?**

Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total	Zip	Total
22202	611	20330	17	20420	6	20307	3	22031	2	20254	1	20740	1	22186	1
22314	258	20560	17	20706	6	20370	3	22032	2	20258	1	20748	1	22193	1
20001	182	22310	17	22022	6	20395	3	22036	2	20259	1	20781	1	22197	1
20002	162	20528	16	22041	6	20526	3	22037	2	20268	1	20785	1	22210	1
20591	108	20534	16	22206	6	20746	3	22059	2	20285	1	20805	1	22226	1
20005	102	20220	15	22240	6	20782	3	22101	2	20290	1	20816	1	22230	1
22060	90	20407	15	20018	5	20815	3	22132	2	20304	1	20855	1	22250	1
20004	84	20314	14	20433	5	20892	3	22192	2	20305	1	20858	1	22308	1
20036	65	20350	14	20523	5	22020	3	22214	2	20339	1	20889	1	22316	1
20585	62	20226	13	20531	5	22021	3	22219	2	20347	1	20902	1	22333	1
20590	59	20301	13	20565	5	22026	3	22222	2	20353	1	20911	1	22334	1
22134	58	20536	13	20580	5	22040	3	22232	2	20359	1	20982	1	22336	1
20250	56	22191	13	20594	5	22042	3	22318	2	20373	1	21012	1	22341	1
20006	55	22301	13	20814	5	22054	3	22322	2	20388	1	21110	1	22341	1
20003	54	22215	12	22003	5	22305	3	22330	2	20391	1	21209	1	22350	1
20202	46	20010	11	22304	5	22401	3	22345	2	20406	1	21225	1	22354	1
22209	40	20219	11	22311	5	10002	2	22407	2	20411	1	22010	1	22376	1
20212	39	22315	11	20015	4	20011	2	22460	2	20415	1	22011	1	22402	1
20472	39	20007	10	20026	4	20029	2	22585	2	20421	1	22013	1	22406	1
20410	38	20009	10	20049	4	20041	2	19106	1	20423	1	22014	1	22409	1
20593	36	20401	10	20065	4	20052	2	20000	1	20425	1	22016	1	22410	1
22332	35	20548	10	20228	4	20064	2	20014	1	20429	1	22019	1	22414	1
22201	34	22150	10	20303	4	20071	2	20019	1	20439	1	22024	1	22441	1
20535	31	22302	10	20319	4	20111	2	20023	1	20450	1	22027	1	22504	1
22313	30	20013	9	20422	4	20130	2	20025	1	20458	1	22028	1	22505	1
20510	29	20230	9	20463	4	20151	2	20028	1	20470	1	22029	1	22508	1
20260	28	20447	9	20503	4	20159	2	20032	1	20473	1	22033	1	22515	1
20529	28	20520	9	20507	4	20205	2	20047	1	20501	1	22035	1	22523	1
20515	27	22153	9	20539	4	20208	2	20048	1	20506	1	22043	1	22530	1
20530	27	20318	8	20543	4	20215	2	20051	1	20508	1	22045	1	22531	1
22331	26	20554	8	20598	4	20233	2	20054	1	20517	1	22051	1	22546	1
20910	25	22151	8	22002	4	20354	2	20056	1	20519	1	22053	1	22554	1
20201	23	22212	8	22050	4	20419	2	20063	1	20521	1	22056	1	22593	1
20210	22	20044	7	22122	4	20427	2	20102	1	20522	1	22061	1	22774	1
20310	21	20222	7	22211	4	20431	2	20119	1	20545	1	22065	1	22782	1
20540	21	20240	7	22221	4	20505	2	20121	1	20550	1	22068	1	22948	1
20546	21	20380	7	22303	4	20509	2	20124	1	20551	1	22069	1	23228	1
20549	21	20436	7	22309	4	20525	2	20141	1	20559	1	22089	1	23303	1
22204	21	22079	7	22413	4	20538	2	20146	1	20570	1	22102	1	23314	1
20376	20	22205	7	22448	4	20552	2	20150	1	20571	1	22104	1	23401	1
20426	20	22312	7	20012	3	20705	2	20158	1	20581	1	22112	1	23472	1
20229	19	20008	6	20020	3	20737	2	20168	1	20583	1	22115	1	25029	1
20460	19	20016	6	20034	3	20951	2	20181	1	20589	1	22131	1	25409	1
20544	19	20042	6	20045	3	21090	2	20203	1	20596	1	22133	1	32003	1
20037	18	20223	6	20057	3	22001	2	20204	1	20597	1	22135	1	50002	1
20224	18	20340	6	20059	3	22005	2	20221	1	20600	1	22140	1	50858	1
20237	18	20374	6	20060	3	22012	2	20235	1	20601	1	22152	1	81001	1
20547	18	20405	6	20110	3	22015	2	20239	1	20607	1	22159	1	81006	1
22203	18	20408	6	20217	3	22023	2	20242	1	20704	1	22160	1	98027	1
		20416	6	20306	3	22030	2	20247	1	20720	1	22171	1		

**10) How will you get to your final destination when you get off the train this morning?**

		Total	%
A	Walk	3308	65%
B	Bike	6	0%
C	Taxi	9	0%
D	Metrorail	1122	22%
E	Car	204	4%
F	Metrobus	162	3%
G	ART bus	2	0%
H	MARC	12	0%
I	DASH	39	1%
J	Fairfax Connector	51	1%
K	DC Circulator	25	0%
L	Other	164	3%
Grand Total		5104	100%

**11) How often do you travel on an Amtrak train with a VRE ticket (Monthly, TLC, Five-Day or Ten-Trip) and Step-Up?**

		Total	%
A	Daily	362	7%
B	Once a week	43	1%
C	2-3 times per week	76	1%
D	2-3 times per month	130	3%
E	Once a month or less	635	12%
F	Never	3849	76%
Grand Total		5095	100%

**12) How do you get to work on the days you choose not ride the VRE?**

		Total	%
A	Always use VRE	1378	27%
B	Drive alone	2048	40%
C	Carpool	272	5%
D	Vanpool	8	0%
E	Car and Metrorail	886	17%
F	Bus	35	1%
G	Car and Bus	32	1%
H	Bus and Metrorail	57	1%
I	Metrorail	181	4%
J	"Slug"	118	2%
K	Other	73	1%
Grand Total		5088	100%

**13) Before you began using VRE, what was your usual means of commuting?**

		Total	%
A	Drove alone	2078	41%
B	Carpool	438	9%
C	Vanpool	187	4%
D	Car and Metrorail	582	11%
E	Bus	142	3%
F	Car and Bus	80	2%
G	Bus and Metrorail	162	3%
H	Metrorail	233	5%
I	"Slug"	146	3%
J	I Have Always Used VRE	930	18%
K	Other	98	2%
Grand Total		5076	100%

**14) How often do you normally ride VRE?**

		Total	%
A	Once a week	38	1%
B	Twice a week	85	2%
C	Three times a week	306	6%
D	Four times a week	804	16%
E	Five times a week	3790	74%
F	Once or Twice a month	36	1%
G	A few times per year	27	1%
H	This is my first ride	18	0%
Grand Total		5104	

**15) How frequently are you unable to ride the train because of travel outside the metropolitan area or other obligations?**

		Total	%
A	More than 10 times per month	78	2%
B	8-10 times per month	103	2%
C	5-7 times per month	361	7%
D	2-4 times per month	1277	25%
E	Once a month or less	1962	39%
F	Never	1294	25%
Grand Total		5075	100%

**16) Do you tele-commute or work at home one or more days per week?**

		Total	%
A	Yes, 1 day	601	12%
B	Yes, 2 days	126	2%
C	Yes, more than 2 days	55	1%
D	No	4302	85%
Grand Total		5084	100%

**17) If yes, on which day(s) do you typically tele-commute? (Please circle all that apply)**

		Total
A	Monday	216
B	Tuesday	165
C	Wednesday	128
D	Thursday	183
E	Friday	468

**18) What type of ticket do you normally use?**

		Total	%
A	Single-Ride/Round-Trip	105	2%
B	Monthly	3328	65%
C	Five-Day Pass	183	4%
D	Ten-Trip	1354	27%
E	TLC (Joint VRE-Metro Fare Card)	125	2%
Grand Total		5095	100%

**19) Where do you normally purchase your tickets?**

		Total	%
A	Vendor	2889	57%
B	Station Ticket Vending Machine (TVM)	1469	29%
C	Internet from www.commuterdirect.com	670	13%
Grand Total		5028	100%

**20) Does your employer provide the following? (Please circle all that apply)**

		Total
A	SmartBenefit transit subsidy	3254
B	Non-SmartBenefit transit subsidy	450
C	Pre-tax payment for transit passes	655
D	Free/subsidized employee parking	488
E	Other commuting benefit	299

**21) Have you tried registering for SmartBenefits to buy your VRE tickets?**

		Total	%
A	Yes	1593	32%
B	No	3324	68%
Grand Total		4917	100%

**22) If no, why not?**

		Total	%
A	Still able to receive SmartBenefit Vouchers	1229	40%
B	Don't want to wait for tickets through mail	387	13%
C	Don't receive transit benefits	731	24%
D	Sign up process too confusing	383	13%
E	Ticket purchase options not convenient	333	11%
Grand Total		3063	100%

**23) When you need more detailed information about VRE, how do you go about getting it?**

		Total
A	I use the website	4283
B	I call VRE's office (703) 684-1001	181
C	I ask the conductor	271
D	I call the VRE 800 # (800-RIDE-VRE)	262
E	I check my email or log into the Train Talk system to check for updates	666

**24) Do you read the VRE Update, the monthly on board newsletter?**

		Total	%
A	I never miss an issue	2358	47%
B	Sometimes	2400	48%
C	Never	286	6%
Grand Total		5044	100%

**25) I would like to receive safety and security information through (Choose all that apply)**

		Total
A	Brochures	568
B	Weekly Train Talk Emails	1834
C	On Platform Information Screens	1995
D	Monthly On Board Newsletter	2015
E	Facebook Page	238

**26) Rate the usefulness of Daily Download – our on-line delay reports (10 being the highest)**

	Total	%
1	825	19%
2	127	3%
3	178	4%
4	193	4%
5	424	10%
6	447	10%
7	540	13%
8	761	18%
9	346	8%
10	449	10%
Grand Total	4290	100%

**27) Which radio station do you listen to most often in the Morning? (Choose only one)**

		Total	%			Total	%
A	WAMU FM/88.5	377	8%	N	WASH FM/97.1	137	3%
B	WBQB/101.5	209	5%	O	WFLS FM/93.3	195	4%
C	WTOP FM/103.5	1449	31%	P	WJFK FM/106.7	105	2%
D	WJZW FM/105.9	71	2%	Q	WMAL AM/630	168	4%
E	WMZQ FM/98.7	153	3%	R	WPGC FM/95.5	75	2%
F	WTEM AM/980	36	1%	S	WWRC AM/570	0	0%
G	WGRX FM/104.5	32	1%	T	WBIG FM/100.3	119	3%
H	WTGB FM/94.7	36	1%	U	WIHT FM/99.5	114	2%
I	WETA FM/90.9	85	2%	V	WJYJ FM/90.5	47	1%
J	WHUR FM/96.3	159	3%	W	WMMJ FM/102.3	49	1%
K	WKYS FM/93.9	68	1%	X	WRQX FM/107.3	120	3%
L	WYSK FM/99.3	28	1%	Y	OTHER	625	14%
M	WWDC FM/101.1	154	3%				
Grand Total				4611		100%	

**28) Which newspapers do you read daily? (Choose all that apply)**

		Total
A	Washington Post	2284
B	Fredericksburg Free-Lance Star	807
C	Wall Street Journal	252
D	USA Today	262
E	Washington Times	320
F	Potomac/Manassas Journal Messenger	214
G	New York Times	227
H	Other	1212

**29) Which social networking sites do you use (Choose all that apply)**

		Total
A	Facebook	1420
B	MySpace	315
C	LinkedIn	677
D	Twitter	202
E	Friendster	22
F	other	757

**30) Which of the following influenced your decision to try VRE for the first time? (Please circle all that apply)**

		Total
A	Traffic	2584
B	Old way of commuting became unattractive	679
C	Recommended by a friend	711
D	Co-workers	448
E	Website	82
F	Metrochek	515
G	New job	1636
H	New home	1344
I	Newspaper ad/Radio commercial	36
J	Guaranteed Ride Home	255
K	Joint service with Amtrak	98
L	Free bus connections	68
M	Friends on the train	86
N	I just love trains	229
O	Wanted to try the train, then liked it	669
P	Other	234

**31) For whom do you work?**

		Total	%
A	Federal, state or local government	2978	59%
B	Military agency or position	462	9%
C	Private Company	1247	25%
D	Association	185	4%
E	Self Employed	47	1%
F	Student	21	0%
G	Tourist	1	0%
H	Other	114	2%
Grand Total		5055	100%

**THE FOLLOWING INFORMATION IS USED FOR STATISTICAL PURPOSES ONLY.**

**32) Your gender:**

		Total	%
A	Male	3190	64%
B	Female	1798	36%
Grand Total		4988	100%

**33) Your age:**

		Total	%
A	Under 18	8	0%
B	18-24	104	2%
C	25-34	639	13%
D	35-44	1150	23%
E	45-54	1741	35%
F	55-64	1171	24%
G	65+	158	3%
Grand Total		4971	100%

**34) Which best represents your annual household income?**

		Total	%
A	Under \$25,000	31	1%
B	\$25,000 - 49,999	175	4%
C	\$50,000 - 74,999	418	9%
D	\$75,000 - 99,999	753	16%
E	\$100,000 -124,999	972	21%
F	\$125,000 – 149,999	844	18%
G	\$150,000 -174,999	578	12%
H	\$175,000+	891	19%
Grand Total		4662	100%

**35) Do you:**

		Total	%
A	Own your home/ townhouse/ condo	4232	87%
B	Rent a home/ townhouse/ condo/ apartment/ room	635	13%
Grand Total		4867	100%

**36) Your Ethnic origin/Race: (Optional)**

		Total	%
A	Caucasian	3317	71%
B	African American	656	14%
C	Asian/Pacific Islander	276	6%
D	Hispanic	183	4%
E	Native American	35	1%
F	Multi-ethnic	78	2%
G	Other	104	2%
Grand Total		4649	100%

**37) Marital status:**

		Total	%
A	Married	3749	77%
B	Single	712	15%
C	Widowed/ Divorced	385	8%
Grand Total		4846	100%

**Customer Service:**

**Responsiveness of VRE Staff**

G1	Grand Total	%
A	2004	43%
B	1828	39%
C	691	15%
D	109	2%
F	46	1%
N/A	230	
Grand Total*	4678	100%

**Friendliness of VRE Staff**

G2	Grand Total	%
A	1913	40%
B	1943	40%
C	766	16%
D	135	3%
F	42	1%
N/A	107	
Grand Total*	4799	100%

**VRE Follow-Up to Delays Or Problems**

G3	Grand Total	%
A	774	17%
B	1553	34%
C	1424	31%
D	616	13%
F	226	5%
N/A		
Grand Total*	4593	100%

**Quality of Website**

G8	Grand Total	%
A	1138	25%
B	2258	50%
C	962	21%
D	145	3%
F	26	1%
N/A	298	
Grand Total*	4529	100%

**Lost And Found Department**

G4	Grand Total	%
A	903	37%
B	780	32%
C	471	19%
D	182	7%
F	108	4%
N/A	2367	
Grand Total*	2444	100%

**Timeliness of Website Information**

G9	Grand Total	%
A	919	22%
B	1950	46%
C	1093	26%
D	235	6%
F	46	1%
N/A	542	
Grand Total*	4243	100%

**Usefulness of Rail Time**

G5	Grand Total	%
A	1178	30%
B	1525	39%
C	888	23%
D	233	6%
F	70	2%
N/A	946	
Grand Total*	3894	100%

**Timeliness of Train Talk (E-Mail News Service)**

G10	Grand Total	%
A	764	23%
B	1450	44%
C	824	25%
D	212	6%
F	51	2%
N/A	1470	
Grand Total*	3301	100%

**Timeliness of E-Mail Responses**

G6	Grand Total	%
A	514	19%
B	918	35%
C	765	29%
D	311	12%
F	137	5%
N/A	2144	
Grand Total*	2645	100%

**Quality of Train Talk**

G11	Grand Total	%
A	779	22%
B	1620	46%
C	911	26%
D	140	4%
F	39	1%
N/A	1273	
Grand Total*	3489	100%

**Quality of E-Mail Responses**

G7	Grand Total	%
A	621	24%
B	1001	38%
C	706	27%
D	203	8%
F	110	4%
N/A	2113	
Grand Total*	2641	100%

**Overall Communication With Passengers**

G12	Grand Total	%
A	877	19%
B	2144	46%
C	1281	28%
D	268	6%
F	68	1%
N/A	188	
Grand Total*	4638	100%

**Train Crew Members:  
Are Knowledgeable About VRE Operations**

G13	Grand Total	%
A	2233	49%
B	1745	39%
C	461	10%
D	54	1%
F	25	1%
N/A		
Grand Total*	4518	100%

**Are Helpful**

G14	Grand Total	%
A	2281	48%
B	1822	38%
C	552	12%
D	89	2%
F	39	1%
N/A	100	
Grand Total*	4783	100%

**Are Courteous**

G15	Grand Total	%
A	2227	46%
B	1735	36%
C	690	14%
D	147	3%
F	48	1%
N/A	40	
Grand Total*	4847	100%

**Make Regular Station Announcements**

G16	Grand Total	%
A	1819	38%
B	1755	37%
C	884	18%
D	270	6%
F	78	2%
N/A	70	
Grand Total*	4806	100%

**Make Timely Delay Announcements**

G17	Grand Total	%
A	1574	33%
B	1622	34%
C	1029	21%
D	434	9%
F	162	3%
N/A	57	
Grand Total*	4821	100%

**Check Tickets Regularly**

G18	Grand Total	%
A	1877	39%
B	1762	36%
C	837	17%
D	272	6%
F	100	2%
N/A	24	
Grand Total*	4848	100%

**Present A Professional Appearance**

G19	Grand Total	%
A	2544	52%
B	1797	37%
C	444	9%
D	50	1%
F	27	1%
N/A	18	
Grand Total*	4862	100%

**Overall Crew Performance**

G20	Grand Total	%
A	1911	40%
B	2082	44%
C	681	14%
D	93	2%
F	17	0%
N/A	20	
Grand Total*	4784	100%

**VRE Operations:  
Convenience of Schedules**

G21	Grand Total	%
A	883	18%
B	2020	41%
C	1307	27%
D	550	11%
F	132	3%
N/A	12	
Grand Total*	4892	100%

**On-Time Performance**

G22	Grand Total	%
A	595	12%
B	2271	46%
C	1359	28%
D	552	11%
F	120	2%
N/A	13	
Grand Total*	4897	100%

**Cleanliness of Trains**

G23	Grand Total	%
A	2042	42%
B	2167	44%
C	590	12%
D	88	2%
F	20	0%
N/A	12	
Grand Total*	4907	100%

**Ease of Buying a Ticket**

G28	Grand Total	%
A	1243	26%
B	1866	39%
C	1115	23%
D	423	9%
F	98	2%
N/A	139	
Grand Total*	4745	100%

**Cleanliness of Stations**

G24	Grand Total	%
A	1753	36%
B	2134	44%
C	762	16%
D	181	4%
F	60	1%
N/A	21	
Grand Total*	4890	100%

**Ease of Redeeming Metrocheks**

G29	Grand Total	%
A	896	27%
B	1109	34%
C	758	23%
D	364	11%
F	162	5%
N/A	1519	
Grand Total*	3289	100%

**Communication Between VRE Staff & Riders**

G25	Grand Total	%
A	1122	24%
B	2052	43%
C	1148	24%
D	333	7%
F	81	2%
N/A	111	
Grand Total*	4736	100%

**Station Parking Availability**

G30	Grand Total	%
A	1506	32%
B	1452	31%
C	879	19%
D	580	12%
F	237	5%
N/A	199	
Grand Total*	4654	100%

**Automated Phone System (684-0400/800 RIDE VRE)**

G26	Grand Total	%
A	397	22%
B	681	38%
C	523	29%
D	133	7%
F	45	3%
N/A	2960	
Grand Total*	1779	100%

**Quality of Public Address System on Train**

G31	Grand Total	%
A	777	16%
B	1662	35%
C	1494	31%
D	663	14%
F	154	3%
N/A	119	
Grand Total*	4750	100%

**Reliability of Ticket Vending Machines**

G27	Grand Total	%
A	440	10%
B	1284	30%
C	1451	34%
D	846	20%
F	254	6%
N/A	577	
Grand Total*	4275	100%

**Quality of Public Address System on Platform**

G32	Grand Total	%
A	766	16%
B	1630	35%
C	1481	31%
D	630	13%
F	207	4%
N/A	138	
Grand Total*	4714	100%

**Timeliness of Platform Information**

G33	Grand Total	%
A	591	12%
B	1465	31%
C	1614	34%
D	851	18%
F	271	6%
N/A	74	
Grand Total*	4792	100%

**Traffic Circulation at Station**

G38	Grand Total	%
A	838	18%
B	1708	37%
C	1391	30%
D	492	11%
F	190	4%
N/A	166	
Grand Total*	4619	100%

**Personal Security at Station and on Train**

G34	Grand Total	%
A	1116	24%
B	1834	40%
C	1215	27%
D	277	6%
F	116	3%
N/A	315	
Grand Total*	4558	100%

**Station Signage**

G39	Grand Total	%
A	1141	25%
B	1983	43%
C	1176	26%
D	246	5%
F	56	1%
N/A	142	
Grand Total*	4602	100%

**Safety of Train Equipment**

G35	Grand Total	%
A	1388	32%
B	2050	47%
C	820	19%
D	90	2%
F	20	0%
N/A	385	
Grand Total*	4368	100%

**Level of Fare for Quality and Value of Service**

G40	Grand Total	%
A	754	16%
B	1836	39%
C	1551	33%
D	481	10%
F	134	3%
N/A	42	
Grand Total*	4756	100%

**Lighting at Morning Station**

G36	Grand Total	%
A	1628	34%
B	2097	44%
C	820	17%
D	143	3%
F	38	1%
N/A	103	
Grand Total*	4726	100%

**Overall Service Quality**

G41	Grand Total	%
A	1044	22%
B	2538	53%
C	1037	22%
D	152	3%
F	16	0%
N/A	14	
Grand Total*	4787	100%

**Lighting at Evening Station**

G37	Grand Total	%
A	1591	34%
B	2073	45%
C	802	17%
D	133	3%
F	33	1%
N/A	176	
Grand Total*	4632	100%